Outlook

Regarding your Microsoft account

From CDOC Case Management <cdoccm@microsoft.com>
Date Tue 4/15/2025 3:07 PM
To mazthecatlord@outlook.com <mazthecatlord@outlook.com>

Service Request 7072986968

Hello,

My name is Debra with Microsoft Customer Support. I appreciate your patience while I have performed an investigation of your account.

Account security is a top priority at Microsoft, and we have a team dedicated to investigating and validating fraudulent activity. The account and billing activity associated with your Microsoft account was thoroughly reviewed by our fraud team, and I can confirm there was unauthorized access to your account. Unfortunately, during the investigation process, we found that your security information has been changed.

Unfortunately, when security features are updated on an account, we are unable to assist with an account recovery as these types of updates and/or removal are completely out of control of customer service. We are unable to make any changes to the security information on the account due to security protocols set up and the acceptance of the Microsoft Services Agreement when the account was created.

If you use this account for Minecraft, we regret to inform you that the Minecraft portion of the account is also unable to be recovered, and the game will need to be re-purchased on a new account. We understand that this is not the news that you wanted to hear and apologize for any inconvenience that this may cause.

In the event that you have files stored in OneDrive, unfortunately those files are no longer accessible after account suspension and are subsequently unable to be recovered due to encryption; even our engineers do not have standing access to the files. We know that this is not the ideal outcome in terms of your stored files, but please be assured that this is necessary for the privacy of your data and to ensure that it does not end up in the wrong hands permanently.

We are unable to recover, replace, refund, or transfer anything that was associated with this account. Microsoft does not have the capabilities to complete your request to transfer the account data.

The only option we have is to permanently suspend this account to prevent any further use. At this time, I have successfully suspended this account, and this will remain on indefinitely.

Thank you for your understanding and patience during the investigation of your account.

Sincerely,

Debra

Microsoft Customer Support

Microsoft Support | Manage Microsoft Devices | Microsoft Account Profile | Microsoft Privacy Statement

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